





**Mayor's Action Center**  
Service Level Attainment Compliance  
July 2012

Service Level Agreement	Target Performance		Current Performance			
Speed to Answer Calls	< :20					
Abandon Rate	< 5%					
Time on Call	< 2:30					
After Call Work	< :40					
Top 5 Service request	Animal (1,655)	Trash (1,121)	Weeds (382)	Aban Vehicle (328)	Zoning Violation (260)	